

**MICHIGAN DEPARTMENT OF CIVIL SERVICE
JOB SPECIFICATION**

HEALTH CARE SURVEYOR

JOB DESCRIPTION

Employees in this job perform professional assignments to evaluate compliance with state and federal regulations that pertain to health care providers and facilities. The work involves the evaluation of the quality of care provided to residents in long-term care or residential care facilities, and/or the investigation of complaints relative to the quality of care provided. Work is performed through the application of knowledge, methods, practices, procedures, policies, and regulations related to various professional disciplines in the health care field.

There are three classifications in this job.

Position Code Title – Health Care Surveyor-E

Health Care Surveyor 9

This is the entry level. As a trainee, the employee carries out a range of professional health care surveyor assignments while learning the methods of the work.

Health Care Surveyor 10

This is the intermediate level. The employee performs an expanding range of professional health care surveyor assignments in a developing capacity.

Health Care Surveyor P11

This is the experienced level. The employee performs the full range of professional health care surveyor assignments in a full-functioning capacity. Considerable independent judgment is used to make decisions in carrying out assignments that have significant impact on services or programs. Guidelines may be available, but require adaptation or interpretation to determine appropriate course of action.

JOB DUTIES

NOTE: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Conducts surveys of health care facilities to determine compliance with state and federal regulations pertaining to standards of care.

Evaluates the provision of quality of care, health care standards, and general management organization.

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Reviews residents' financial and other operating records, documents, and data to determine provider compliance pertaining to regulatory standards.

Advises representatives of facilities/agencies of findings orally and in written reports that are prepared to substantiate findings.

Reviews and examines complaints relative to the quality of care in residential care facilities, other health care facilities, hospice programs, home health agencies, physical therapy, and occupational therapy programs.

May provide technical assistance to providers in correcting deficiencies and/or misunderstandings of licensing or certification requirements as it relates to licensure or certification.

Issues written deficiencies for non-compliance with state and federal regulations pertaining to health care standards.

May assist Attorney General representatives or others in preparation for administrative hearings.

May serve as a witness before administrative and/or judicial hearings.

May serve as preceptor in the training of new surveyors.

Maintains and prepares records, reports, and correspondence related to the work.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

NOTE: Some knowledge in the area listed is required at the entry level, developing knowledge is necessary at the intermediate level, considerable knowledge is required at the experienced level, and thorough knowledge is required at the advanced level.

Knowledge of agency, state, and/or federal laws, rules, and standards governing the operation of health care facilities.

Knowledge of survey and review procedures and processes for health care facilities.

Knowledge relative to evaluation of quality of care in environmental health, sanitation, dietetics, nursing, pharmacy, speech therapy, psychology, occupational therapy, physical therapy, respiratory therapy, and/or social work.

Ability to conduct surveys in applicable professional discipline(s).

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Ability to observe critically and recognize areas of non-compliance, problems, and discrepancies.

Ability to interpret and apply complex laws, procedures, rules, and regulations.

Ability to review and examine complaints.

Ability to handle routine and sensitive contacts with staff and officials of health care facilities.

Ability to define and collect data related to problems in facilities.

Ability to maintain records, prepare reports, and correspondence related to the work.

Ability to use a computer and available software to maintain records and prepare technical reports.

Ability to communicate effectively with others.

Ability to maintain favorable public relations.

Working Conditions

None.

Physical Requirements

None.

Education

Bachelors degree in nursing, psychology, speech and language pathology, social work, physical therapy, occupational therapy, or foods and nutrition.

Experience

Health Care Surveyor 9

No specific amount or type is required.

Health Care Surveyor 10

One year of experience equivalent to a Health Care Surveyor.

Health Care Surveyor P11

Two years of experience equivalent to a Health Care Surveyor, including one year equivalent to an intermediate-level Health Care Surveyor.

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Special Requirements, Licenses, and Certifications

Certification, licensure, or registration commensurate with survey/inspection type/task to be assigned (e.g., licensed registered nurse [minimum bachelors degree in nursing], registered dietitian, Qualified Mental Retardation Professional, licensed speech pathologist, licensed psychologist, licensed physical therapist, licensed occupational therapist, and registered social worker).

Some positions may require Qualified Mental Retardation Professional (QMRP) status.

Some positions may require successful completion of in-service training and the Surveyor Minimum Qualification Test (SMQT) in accordance with the Centers for Medicare/Medicaid Services (CMS) standards and procedures as a continuing condition of employment for specified certification processes.

NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

<u>Job Code</u>	<u>Job Code Description</u>
HEALCRSRV	Health Care Surveyor

<u>Position Title</u>	<u>Position Code</u>	<u>Pay Schedule</u>
Health Care Surveyor-E	HLTCRSVE	W22-004

ECP Group 2
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